



Scholarship Reminder!

There is still time
to get your
scholarships in!
Deadline for the
\$500 WRCTC/
Grand Electric
scholarship is
March 29, 2013!
For more info and
an application,
please visit us at
www.wrctc.coop.



on facebook

facebook.com/WRCTC

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Students ages 16 or 17: Experience History in the Making!

Join students from across the U.S. for the Foundation for Rural Service (FRS) Tour to WASHINGTON, D.C. on June 1 - 5, 2013!

To apply for this trip, please submit a 500-word essay on the following topic:

Please discuss some of the main advantages for keeping a landline phone.

All essays must be typed and include a cover sheet which states the title of the essay, the entrant's name and the school they attend.

**Essays must be postmarked by
Friday, March, 29, 2013.**

Please submit essays to:

WRCTC

Attn: Rachel Eggebo

PO Box 39

Bison, SD 57620

OR email your essay to reggebo@wrctc.coop

Questions? Call 777 or 605-244-5213

Students must be 16 or 17 years of age at the time of the tour and a dependent of a WRCTC member to be eligible.



*"Thank you, WRCTC,
for sending me to
Washington, D.C.!! The
FRS Youth Tour was an
amazing experience!"*

**Hope Anderson, Meadow
2012 FRS Youth Tour Participant**



Guest Column
by Colle Nash, Director of Operations

Is Someone Trying to Contact You?

Rural call completion issues continue across the United States.

West River Cooperative Telephone Company has not been exempt from the call completion issues that are impacting rural America today. Many of the issues reported involve someone from outside of our service area, or outside of our state, trying to call one of our members only to hear prolonged ringing after they have dialed the number. They may also hear dead air after the number has been dialed for 10 seconds or so and then just drop off. Sometimes, the call may go through; however, the quality is very poor or the caller ID information that is sent to us is incorrect. We have had members who are waiting to receive a fax but the fax machine doesn't ring 244-5549 because the call has not been delivered to WRCTC to pass it along to the fax number.

What has WRCTC done to help resolve this?

WRCTC has been actively involved to help resolve this issue. In 2012, WRCTC participated in the Rural Associations' National Call Completion Test. This test was conducted to help the Federal Communications Commission (FCC) better understand the issues rural

telephone companies throughout 376-4119 the U.S. were having with call completion – or perhaps I should say noncompletion.

What can you – as a member – do to help?

We continue to work on these issues as they arise, but we need your help! **If someone attempting to call you experiences problems, please gather as many details as you can, including:**

- The date and time the call was placed.
- The phone number from which the call originated.
- The long-distance or wireless provider for the phone number from which the call originated.
- Details about what, if anything, occurred on the receiving end of the call.

This information will help our technicians determine whether or not the call had been delivered to our switch. Please contact our office at 777 or 605-244-5213, and we will make a trouble ticket and investigate the problem. We continue to document these issues and their resolutions and share them with our national associations, who in turn are passing this information on to the FCC.

2012 in Review (first six months)

January

- Employees Tally Seim, Rachel Eggebo and Terry Bohnet attended the Vale Ag Show on January 11th.
- Employee Roger Ingebretson retired on January 6th.
- Work Plan and Budgets were approved by the Board of Directors for WRCTC and West River CATV.
- Fourth graders in area schools received their books entitled *My South Dakota Book – Hometown Snapshots* to go with their South Dakota history 257-2423 curriculum.

February

- WRCTC donated \$2,000 375-3539 to NTCA for the Advocacy Campaign.
- SDATC and SDTA merged together to be called South Dakota Telecommunications Association (SDTA).
- Regression Analysis - WRCTC began to review the stats the FCC used.



Employee Tally Seim presents the Buffalo 4th graders with their new South Dakota books.

2012 in Review (continued)

March

- The auditing firm, Eide Bally, LLP from Sioux Falls, audited the books on March 5-9.
- The Annual KBJM Farm and Home Show was held on March 9th with WRCTC sharing a booth with Grand Electric. Employees Rachel Eggebo, Adelle Heupel, 244-5283 Tyrell Ellingson and Curtis Wentz were on hand to answer questions.



Employee Curtis Wentz (left) standing by to answer any questions our members may have while Sarah Juergens and her two daughters Grace and Hannah from Bison stopped for a picture.

April

- Hope Anderson, Shadethill, was chosen to represent WRCTC at the FRS Youth Tour, Washington, D.C. held in June.



New sign in Buffalo.

May

- School signs in Buffalo and Newell were finished.
- It was the 11th year we awarded \$500 scholarships to area students. A total of \$2,500 was given to five seniors: Carrietta Schalesky - Bison School; Cami Feist, Harding County School; Royce Haines, Faith School; Zane Haase, Lemmon School and Tyler Swan, Newell School.
- Employees Pat Palmer, Tally Seim and Terry Bohnet attended the Newell Community Club Show on May 10.

June

- WRCTC donated \$500 to Partners in Health Program at West River Health Services 456-2866 Foundation in Hettinger.
- WRCTC allocated \$1,843,184 of the 2011 margins to capital credits.
- Manager Reisenauer and Kennebec Telephone's Manager, Rod Bower, met with the FCC Wireline Bureau staff to file expedited waiver requests to correct inaccurate study area inputs. On June 26th our waiver was approved. This order allowed WRCTC to collect full Universal Service Funds (USF) in 2012 and 2013 788-2858.



Hope Anderson (middle) with her new friends she met on the FRS Youth Tour.

From the Mailbox

Thank you very much WRCTC for the Apple iPad we won through the 12 Gifts of Christmas. It was a very pleasant surprise.

*Dale & Katy Williams,
Prairie City*



Thank you so much for the \$25 bill credit from the Vale Ag Show drawing. It is greatly appreciated.

*God Bless You,
Nila & Mylan Charles,
Newell*

Thank you for the \$10 bill credit. It was a nice surprise to see our number [in the Calling on You].

*Bob & Carolyn Ruff,
Vale*

Thank you very much for the \$20 beef certificate I won. It was 456-2326 very much appreciated.

Violet Klein, Lemmon

How nice to receive the SD beef certificate! Thank you!

*Raymond Jackson,
Lemmon*

New WRCTC Members

Bison, Meadow, Sorum

Dedmon, D. K.	244-7707
Brownnotter, Percy Sr.	788-2845
Robles, Michael & Lorri	788-2849
Stapel, Otto & Leann	244-7655

Buffalo, Camp Crook

Glines, Jesse & Tommi	375-3345
Jean, Peterson	375-3141

Lemmon

Hanna, Irma	374-4288
Klaudt, Joyce	374-4284
Mitchell, Justin	374-4250
Mitchell, Tanya	374-4286
Thyne, Jason & Holly	374-4287

Newell

Good, Everett & Taffy	456-2645
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Nisland

Kitzan, Josh & Heather	257-2857
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Change

LaGrand Scotch Cap Ranch	from	244-5946
	to	244-5973

HELP is only a phone call away (24/7 Support)

SDPlains Help Desk 888-464-9513

WildBlue Help Desk 888-212-5370

Find Your Phone

Ten telephone numbers were hidden in last month's newsletter.

Those members who hunted and found their number were: Tom

Roberts, Buffalo; Virgil Simmons,

Newell; Leroy Wentz, Lemmon;

Maynard Yule, Nisland; Duane Buckmeier, Prairie City;

Tammy Gjerde, Vale and John Green, Lodgepole. Hidden

in this issue are ten new numbers. If you find YOUR

number, all you have to do is notify our office. The \$10

will then be deducted off your telephone bill. New connect

numbers do not count. **Deadline is March 20, 2013.**

\$10
bill credit

2013 Construction

WRCTC is actively preparing for our 2013 construction season! We are evaluating areas where we will be replacing some of our old buried copper cable. Some of the areas we are looking at are 375-3225 those that are within 18,000 feet of our central offices. We will be replacing about 110 miles of cable in 2013. Once these areas have been identified we will begin the staking process, order the materials and select a construction company to plow the 374-5850 cable. We plan to use WRCTC employees to move our members over to the new facilities in late 2013.

PICKUP FOR SALE!



WRCTC is accepting sealed bids on a 2001 Ford F-150 Extended Cab Pickup, white in color, 5-speed transmission and 4-wheel drive, 174,241 miles. The tires are 80%. Ladder rack not included. For more details, please contact Colle Nash at 605-244-5213. Submit sealed bids by noon on Monday, March 18, 2013. WRCTC reserves the right to reject all bids. **Mark envelope F-150-SEALED BID and send to**

**WRCTC,
PO Box
39, Bison,
SD 57620.**

